

# EASY TO READ

version

POLICIES AT HONEYCOMB GROUP



## Policy name:

## Damp, Mould & Condensation Policy

### This policy was created to:

Ensure all Honeycomb Group homes are safe, warm, and free from damp and mould. The policy supports staff, contractors, and residents to take clear action to prevent, report, and resolve damp, mould, and condensation issues. It helps protect residents' health and our homes from damage.

### What this policy covers

This policy applies to all Honeycomb Group homes, communal areas, and properties we manage.

It outlines how we identify, respond to, and monitor dampness, mould, and condensation, and how we communicate with and support residents affected by these issues.

### Our Goals

We aim to:

- Keep homes safe, dry, and healthy.
- Respond to damp and mould reports within 24 hours.
- Train staff and contractors to identify and manage problems quickly.
- Keep customers informed at every stage and provide inspection reports within 3 days.
- Prevent property damage and health risks.
- Collect and use data to prevent future problems.
- Use proven products and technology to reduce damp and mould.
- Offer alternative accommodation if the issue poses an immediate health risk.

## Key Terms

- **Damp:** When moisture builds up inside a home.
- **Mould:** A type of fungus that grows in damp conditions.
- **Condensation:** When warm air meets a cold surface, causing water droplets to form.
- **Category 1 Hazard:** A serious risk to health or safety under the Housing Health and Safety Rating System (HHSRS).

## Our Approach

We use a proactive, customer-focused approach.

- Residents can report issues easily and receive fast responses.
- Our Property Team investigates and assesses hazards.
- We communicate clearly, offer advice, and support vulnerable residents.
- We work with trained contractors and follow strict timelines.
- All visits, inspections, and surveys include checks for damp and mould.
- We use data loggers to monitor humidity when needed and help residents make the best use of heating and ventilation.
- We involve residents through our Customer Voice programme to share updates and good practice.

We will deliver training on this policy and the procedures that support it.

## Legal Compliance

We follow all relevant housing and safety laws, including:

- **Awaab's Law 2025**
- **Housing Act 1985**
- **Homes (Fitness for Human Habitation) Act 2018**
- **Landlord and Tenant Act 1985 (Section 11)**
- **Housing Act 2004 – Housing Health and Safety Rating**
- **Decent Homes Standard 2006**

Our Board and Executive Team are responsible for ensuring compliance and reviewing performance. Major issues are escalated and reported within set timeframes.

## Performance Monitoring

We track progress through key performance indicators (KPIs), reported quarterly to our Executive Team and Board.

We monitor:

- The number of properties with damp/mould reports.
- Open or overdue cases.

- The number of Category 1 hazards identified.

Non-compliance or serious incidents are reported to senior leaders within 24 hours and may be escalated to regulators if necessary.

## Data Protection

All personal information linked to this policy is managed in line with:

- UK GDPR
- Data Protection Act 2018
- Data Use and Access Act 2025

We only collect, store, and share data necessary to manage cases safely and responsibly.

## Review

This policy will be reviewed every three years or sooner if there are major legislative or regulatory changes.

**Date of Policy: October 2025**

**Next review: October 2028**

## Related Policies

- Health and Safety policy
- Complaints Policy
- Asset Management Strategy
- Disrepair Policy
- Repairs and Maintenance Policy
- Decant Policy
- Group Data Protection Policy
- EDI Policy